



# IFA ANNUAL CONVENTION



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# Changing Legacy Processes and Systems



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# REMODELING

## Key Takeaways

- Significant Remodels Take 3 Years to Gain System Buy-In
- The Number of Times You Need to Talk to Franchisees About the Remodel is Not Something You Can Count
- Invest Yourself As A Brand to Demonstrate the Change Is Worth it to Franchisees
- Don't Change Too Much All At Once



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# MAKING PROCESS A PRIORITY

## Key Takeaways

- Choose the Right Tools and Tech to Keep Track of Process (example Operation Management Software to House SOPs)
- Make Process Management Part of Someone's Job for Accountability (IE. Creating a Project Manager Role)
- Create a Culture Around Process Documentation
- Know Your Goals and ROI of Process Documentation & Improvement



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# MANDATING A BACK-OFFICE PLATFORM

## Key Takeaways

- Commitment
- Collaboration
- Communication
- Consistency





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